

Developmental Disabilities Lecture Series



FALL 2023 WEBINARS



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National Core Indicators-Intellectual and Developmental Disabilities (NCI-IDD): Using Data for Quality Improvement and System Change

October 27, 2023

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 Robert Wood Johnson Medical School New Jersey's University Center for Excellence in Developmental Disabilities Education, Research, and Service
 New Jersey's Leadership Education in Neurodevelopmental and Related Disabilities Program

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Developmental Disabilities Lecture Series FALL 2023

Zoom Webinar Housekeeping

Handouts

- Handouts may be downloaded from the link in the Chat box. The link will be posted multiple times throughout the presentation.
- The handouts will also be posted on The Boggs Center website: <https://boggscenter.njms.rutgers.edu/resources/video-library>
- Questions may be asked in the Q&A box. You will not be able to type in the Chat box.

Q & A

- We are planning to have a brief Question & Answer session at the end of the lecture.
- In order to ask a question, you have to type it in the Q&A box.

Closed Captions (CC)

- Closed captions are available. To turn on captions, click **CC - Show Captions**. To turn off captions, click **CC - Hide Captions**.

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Certificates of Attendance for Continuing Education Recognition

To receive a Certificate of Attendance, you must:

- Be logged onto the webinar from start to finish
- Complete the evaluation ("short survey") at the end of the webinar

Certificates will be emailed to attendees who meet these requirements next week

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National Core Indicators®-Intellectual and Developmental Disabilities (NCI-IDD): *Measuring and Improving Outcomes in State Service Systems*

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Agenda

- Introduction to National Core Indicators®--Intellectual and Developmental Disabilities (NCI-IDD)
- 2021-2022 NCI-IDD Key Findings
- 2021 State of the Workforce Key Findings
- Using NCI data
 - HCBS Final Settings Rule
 - Sharing with service users to promote participation
 - Promising workforce solutions
- Implications and future directions

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Presenters



Stephanie Giordano Dorothy Hiersteiner Laura Vegas

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NCI includes two programs that help states hear directly from people receiving LTSS...



...about how their lives are going, and whether the supports they receive help them live the lives they want.



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National Core Indicators®

PEOPLE DRIVEN DATA

The overall goal of NCI is to support states in understanding quality of their long-term services and supports delivery systems



NCI-IDD
NATIONAL CORE INDICATORS
PEOPLE DRIVEN DATA



NCI-AD
NATIONAL CORE INDICATORS
PEOPLE DRIVEN DATA

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National Core Indicators

Established

- 1997 NCI-IDD
- 2015 NCI-AD

Participating states

- 48 NCI-IDD
- 23 NCI-AD

Population addressed

- People with IDD
- Older adults
- People with physical disabilities




Covers multiple domains

- Hears directly from people receiving services

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Goals of NCI

		
<p>Establish a nationally recognized set of standardized performance and outcome indicators for aging & disability (including IDD) service systems</p>	<p>Use valid and reliable data collection methods & statistical techniques to capture information directly for people who use services</p>	<p>Report individual state results and national benchmarks of indicators of system-level performance</p>

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NCI-IDD In-Person Survey (IPS) & NCI-AD Adult Consumer Survey (ACS)



- **Sampling:** States design their samples with guidance from HSR. Final samples must reach threshold of 95% confidence level and 5% margin of error based on sample frame.
- **Inclusion criteria:**
 - IDD: Person receiving at least one service in addition to case management
 - AD: Person receiving one "active service" at least twice a week
- **Consent:** Surveyors follow state specific consent requirements
 - Those who are surveyed are informed that their services will not be impacted directly by their responses
- **Surveyor training:** All surveyors complete standardized training. IPS uses peer-surveyors as well.
- **Survey features:**
 - May be conducted in-person or remotely
 - Includes detailed Background Information section that primarily comes from existing records
 - Surveys are available in multiple languages
 - Questions may be rephrased or reworded
 - Allows for use of proxy for select questions

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NCI-IDD Family Surveys

Mail out surveys designed to understand the experience of families of people receiving DD system services

Information is answered by the family or guardian of the person receiving at least one service in addition to case management

Three surveys:

- Adult Family Survey (AFS) – sent to families who *live with* the person with IDD
- Family Guardian Survey (FGS) – sent to families who *do not live with* the person with IDD
- Child Family Survey (CFS) – sent to families who *live with* a child with IDD



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State of the Workforce Surveys

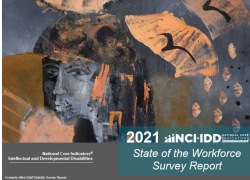
NCI-AD State of the Workforce is rolling out in 2023!

One of five tools in the NCI suite for state DD agencies

Developed in 2014 with states, service provider agencies, ANCOR and the Univ. of Minnesota Institute for Community Inclusion

Focus on stability and quality of DSP workforce (state and national level)


Standardized measures and calculations to monitor important issues: wages, turnover, vacancies, and employee benefits/environment



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NCI Reporting



The NCI team produces annual National and State reports.
(SoTW only has a national report)


- Reports show state outcomes compared to national data

NCI also produces supplemental reports/articles/resources to dig deeper into specific topic areas

States often analyze their data independently for more targeted examinations

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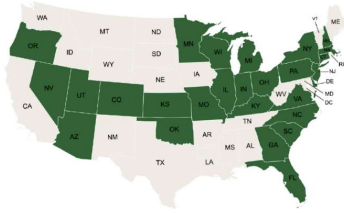
NCI-IDD In-Person Survey (IPS) Key Findings

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NCI-IDD IPS 2021-22 Sample

25 states represented
13,559 total respondents
42 Average Age
60% Male
87% Have IDD Diagnosis



NJ sample:
432 total respondents 61% Male
41 Average Age 86% Have IDD Diagnosis

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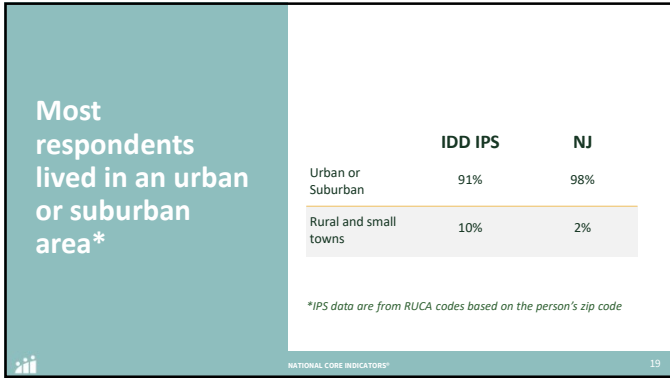
The majority of NCI-IDD IPS respondents nationally and from NJ are White.

At about one-fifth of respondents, the next highest proportion are Black.

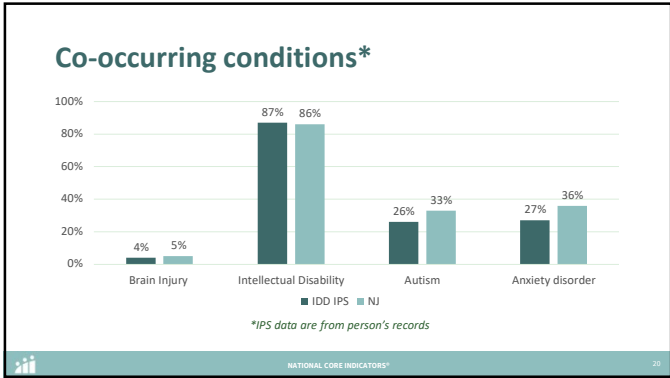
Hispanic or Latino 5% IPS 7% NJ	Asian 2% IPS 3% NJ	American Indian or Alaskan Native 1% IPS 0% NJ	Other 2% IPS 1% NJ
Black 16% IPS 17% NJ			
White 71% IPS 69% NJ			

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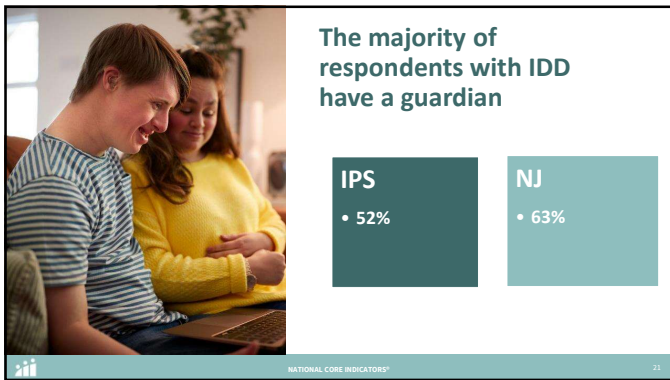
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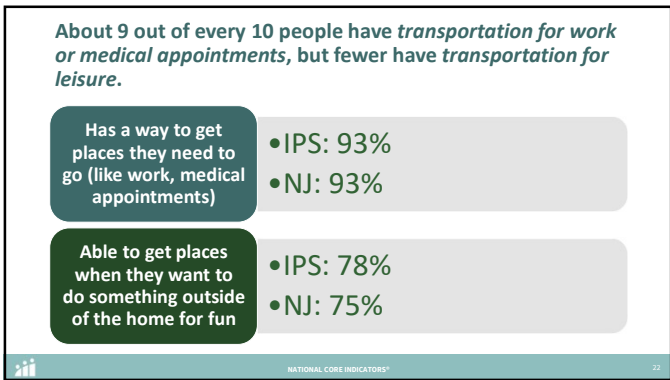
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Around two-thirds of IPS respondents could do things in the community as much as they want to

- 69% IPS
- 65% NJ

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The rate of community employment among respondents is low

Has a paid community job

- IPS: 16%
- NJ: 16%


Does not have, wants a paid job

- IPS: 49%
- NJ: 52%


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NJ respondents were significantly less likely to report that they chose staff or were aware they could request to change staff



63% IPS



46% NJ




Statistically significantly below the average


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NJ respondents were more likely to report staff change too often



48% NJ




40% IPS

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Impact of Staff Turnover


Those who reported staff change too often tended to report lower outcomes in several areas. Some examples include:




Always having enough help with self-care and everyday activities



Satisfaction with staff



Community inclusion



Transportation

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State of the Workforce Key Findings

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Responses to the State of the Workforce Survey in 2021




29 States including DC

The data refer to the period between Jan. 1, 2021 and Dec. 31, 2021.



3,838 Service Providers
193 in NJ
5.61% margin of error

Respondents to the survey are service providers. State averages are averages of all responding providers.



2022 report will come out early 2024!

Most states administered the survey to all agencies that provided direct support services to adults with intellectual and developmental disabilities

*Does not include agencies that exclusively support people who self direct their services.

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Who are DSPs

Paid staff whose primary job responsibility is to provide the following at any location or during any activity (e.g., at home, at leisure activities, at work, during recreational activities, etc.):

- support,
- help with skills development,
- guidance,
- or personal assistance

DSPs are critical to ensuring that people receiving services can

- live the lives they want in the community,
- experience person-centered practices,
- make choices
- have employment and other value-driven outcomes



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NCI-IDD State of the Workforce in 2021: Survey Basics in NJ

Agencies and providers included in the sample:

New Jersey obtained a list of provider emails from the Provider Enrollment Unit's data system that met HSRI's criteria for participation.

Implementation strategies included:

- Participation was encouraged but was voluntary.
- Providers encouraged to participate through monthly provider leadership meetings and ongoing comms to the provider community.

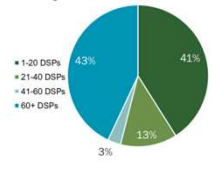
	Valid responses	Total population	Response rate	Margin of Error
NJ	193	524	36.8%	5.61%

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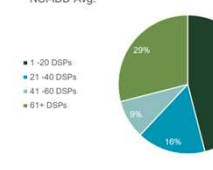
Agency Size Based on Number of DSPs on Dec. 31, 2021

% NJ Agencies



- 1-20 DSPs: 43%
- 21-40 DSPs: 41%
- 41-60 DSPs: 13%
- 60+ DSPs: 3%

NCI-IDD Avg.


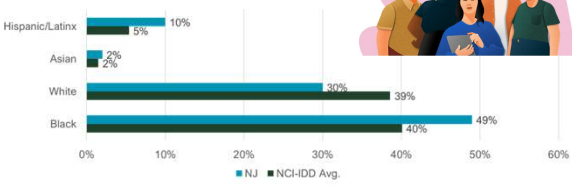


- 1-20 DSPs: 29%
- 21-40 DSPs: 46%
- 41-60 DSPs: 7%
- 61+ DSPs: 16%

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DSP Workforce Demographics: Race/Ethnicity

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Wages Benchmark: Overall Average Hourly

\$16.92


New Jersey

\$16.86

East Coast Peers**

\$14.41

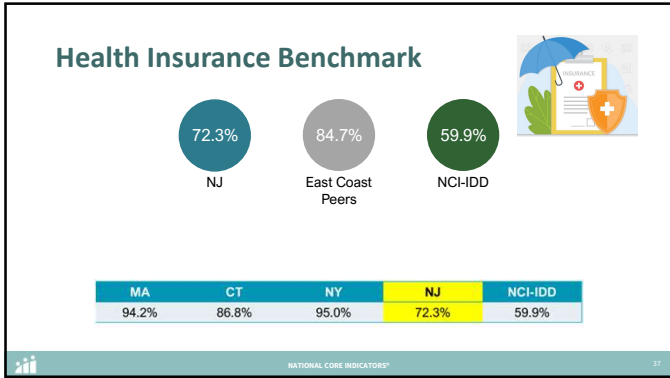
NCI-IDD



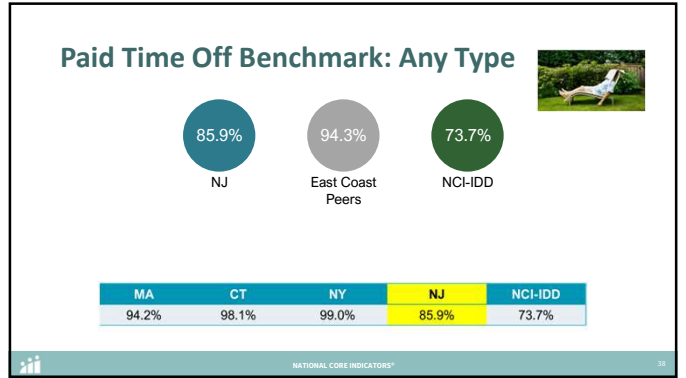
	MA	CT	NY	NJ	NCI-IDD
State Minimum	\$13.50	\$13.00	\$12.50	\$12.00	\$7.25*
Average Starting	\$16.25	\$16.03	\$15.58	\$16.06	\$13.61
Overall Average	\$17.22	\$17.04	\$16.64	\$16.92	\$14.41
Median	\$17.00	\$16.78	\$16.43	\$16.50	\$14.50

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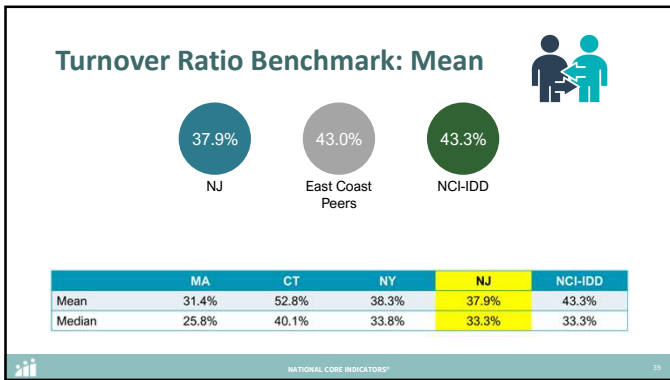
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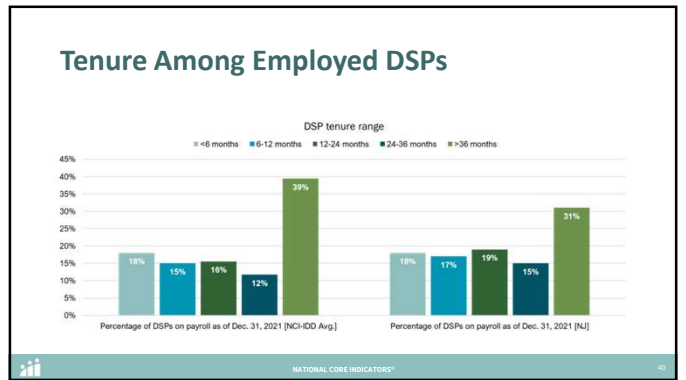
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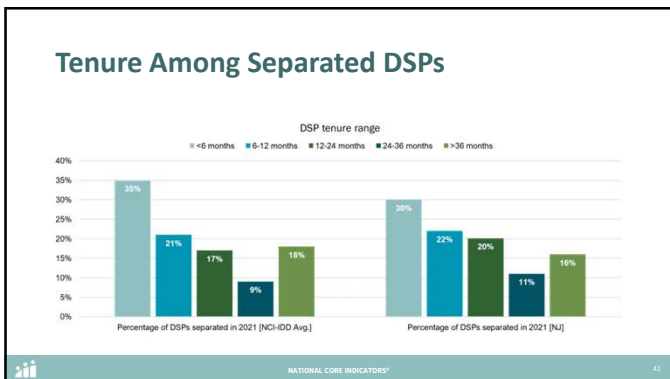
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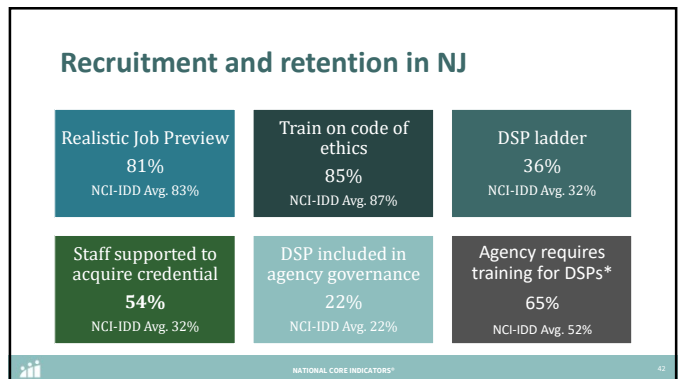
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Using NCI data

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General uses for NCI data

State Administrators

- Look at where your state is compared to the national norm and other similarly situated states
- Have conversations with communities about their experiences and barriers to access
- Participate in communities of practice to share knowledge (NJ is part of many CoPs)

Providers

- Have conversations with staff and people being served about their experiences
- Use data to inform areas for improvements

Advocates and Quality Councils

- Use reports to support conversations with states and policy makers about needed changes
- Reach out to us with any additional suggestions for how we can look at data

Policy makers

- Look at national and state trends to identify how policies may be impacting outcomes
- Work with community members to develop innovative approaches to improve quality

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EXAMPLE: HCBS Final Settings Rule Components

Settings must be integrated in a support full access of individuals receiving Medicaid HCBS to the greater community	Provider-owned settings have same tenant rights, promote privacy, freedom, and accessibility	Person-centered plans and the process of developing them must be driven by the individual using services

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HCBS Settings Rule: What we can and cannot say with NCI data

NCI data can be used to....

- Look at how a state compares to the national benchmark or other similar states
- Monitor priority areas outlined in the HCBS Settings Rule and HCBS Quality measures
- Identify outcomes for which states my want to consider strategies for statewide transition plans

NCI data *alone* should not be used to determine...

- Provider-level compliance with the HCBS Settings Rule

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Most respondents reported the service planning meeting *included the people the person wanted to be there*

- IPS 94%
- NJ 89%

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The majority of NCI-IDD IPS respondents reported the *service plan includes things that are important to them*

- IPS 95%
- NJ 96%

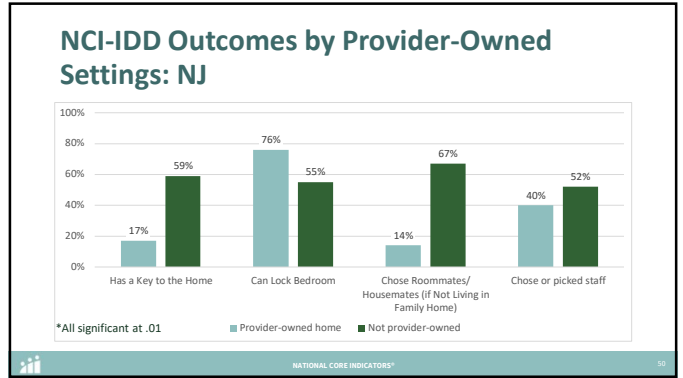
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68% of respondents in NJ reported that they helped make their service plan. This is statistically significantly below the NCI-IDD average (75%)

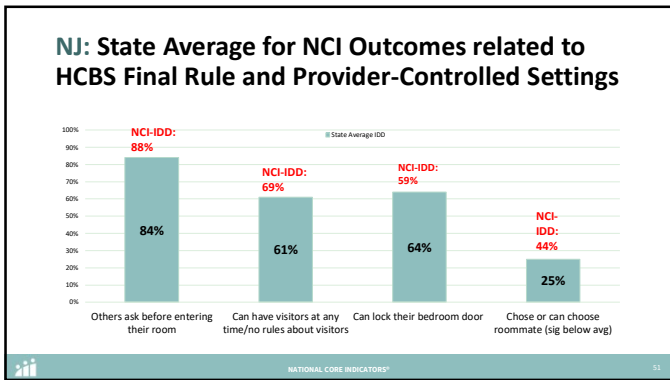


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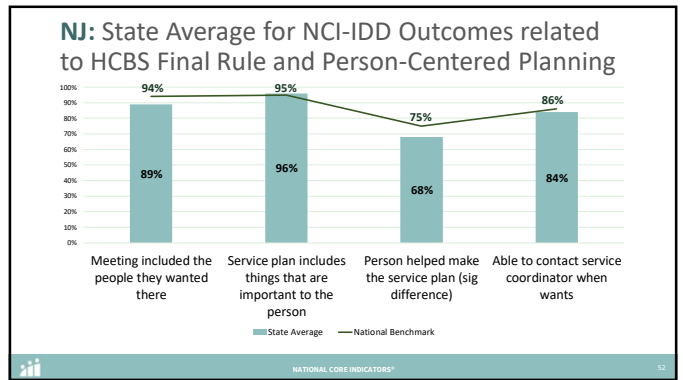
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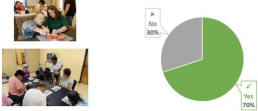


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EXAMPLE: Sharing data with service users

User friendly reports & Infographics

If you go to a day program or workshop, did you choose or have some input in choosing where they go?



7 out of 10

NCI-IDD tells us 7 out of every 10 people who go to a day program or workshop said they chose or had some input in choosing where they go.

5th Quality of Life and Person-Centered Practices

7 21% higher Life Decisions Scale scores

27% higher Satisfaction with Community Inclusion Scale scores

3 3.6x higher asks that general help them to handle a good day

1.5x higher asks that self-reported health is excellent or very good

5 3.6x higher asks that general help them to handle a good day

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EXAMPLE: Promising workforce solutions for leadership

Supervisor ratio

The recent study by New York State found that the ratio of supervisors to DSPs also influenced the length of tenure.

Specifically, the ratios of 10 DSPs to one supervisor or less was associated with longer tenure.

Training and certification

Competency-based training is important to ensure the workforce has the skills to provide quality supports.

Ensure that increased competency is linked to higher wages

Organizational culture

Opportunity for DSPs to participate in governance of the organization, to provide feedback for quality enhancement, and to be empowered to innovate and be creative in the ways in which they provide support.

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EXAMPLE: Person-centered approaches to supporting staff

- Involve service users in screening and hiring staff to better match staff with service users based on interests, skills, culture, and personality.
- Pay for training and certification of staff. Attach wage increases to training and certification
- Create career ladders to give promotional opportunities to DSPs who complete designated training, show initiative, and/or have high performance ratings

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Resources

National Core Indicators website:
<https://idd.nationalcoreindicators.org>

In Person Survey and Family Survey Reporting:
<https://idd.nationalcoreindicators.org/survey-reports-insights/>

NJ state report from 2020-21:
<https://idd.nationalcoreindicators.org/wp-content/uploads/2022/08/NJ-IPS-20-21-State-Report-508.pdf>

State of the Workforce report:
<https://idd.nationalcoreindicators.org/wp-content/uploads/2023/02/2021StateoftheWorkforceReport-20230209.pdf>

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Q & A

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Evaluation

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Click **CONTINUE** for the evaluation to open

Thank you for attending and completing the evaluation

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